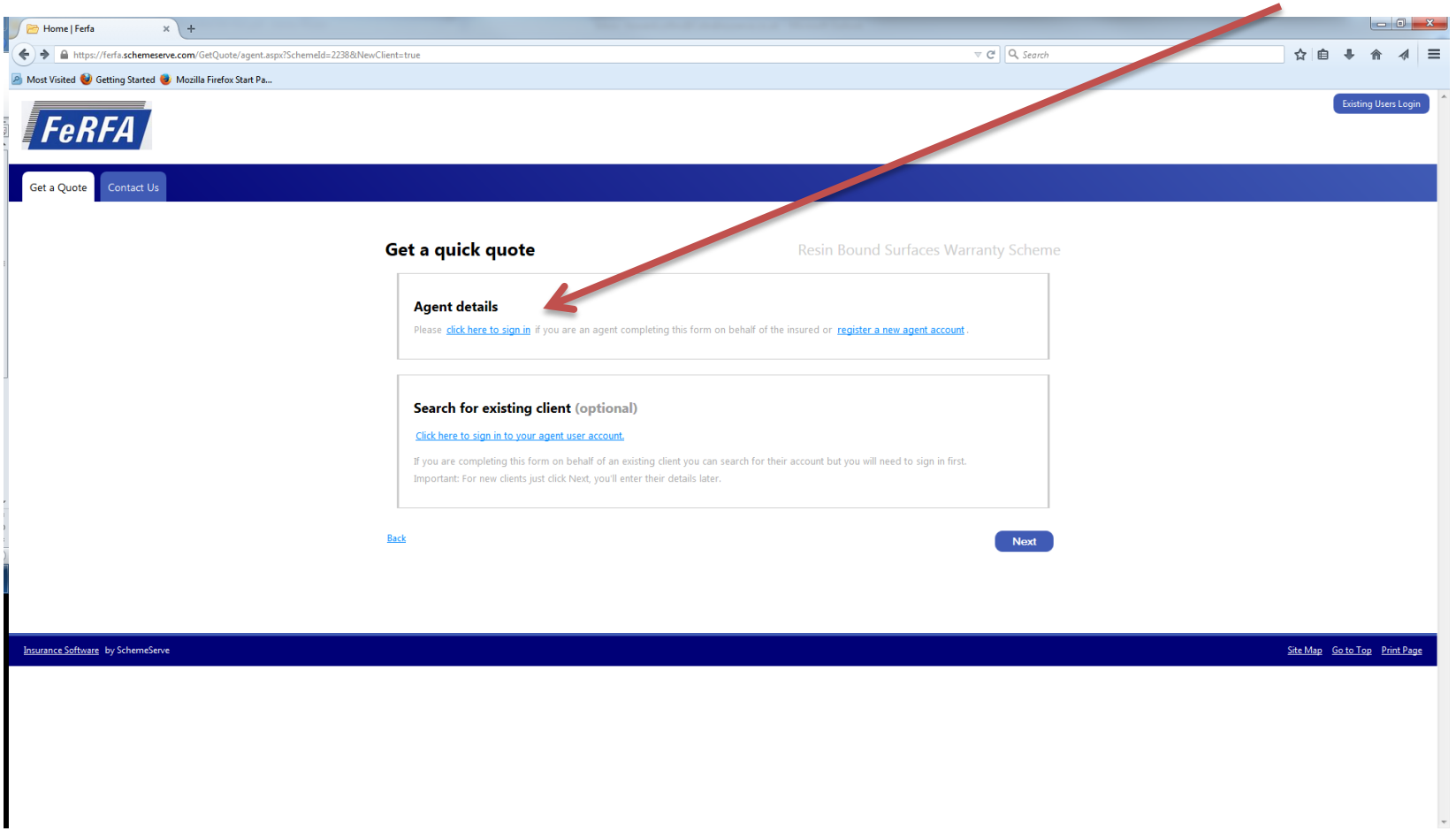
Resin Bound Scheme
User Guide

Version 1. 10th Feb 2015

If you have any questions regarding this user guide, please contact howard.collins@cobrainsurance.co.uk or call on 07775 888933

This guide uses a FeRFA Webpage as an example, each installer will have their own web page to allow for personal branding of literature to customers

1. Having applied for registration, we will send you your bespoke webpage address, login and password, once you have verified the email, you will be able to access your own web page, which will be https://yourcompanyname.schemeserve.com. Click on the “click here to sign in” button and then click next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Resin Bound Surfaces Warranty Scheme
Agent details
Please click here to sign in if you are an agent completing this form on behalf of the insured or register a new agent account.
Search for existing client (optional)
Click here to sign in to your agent user account.
If you are completing this form on behalf of an existing client you can search for their account but you will need to sign in first.
Important: For new clients just click Next, you'll enter their details later.
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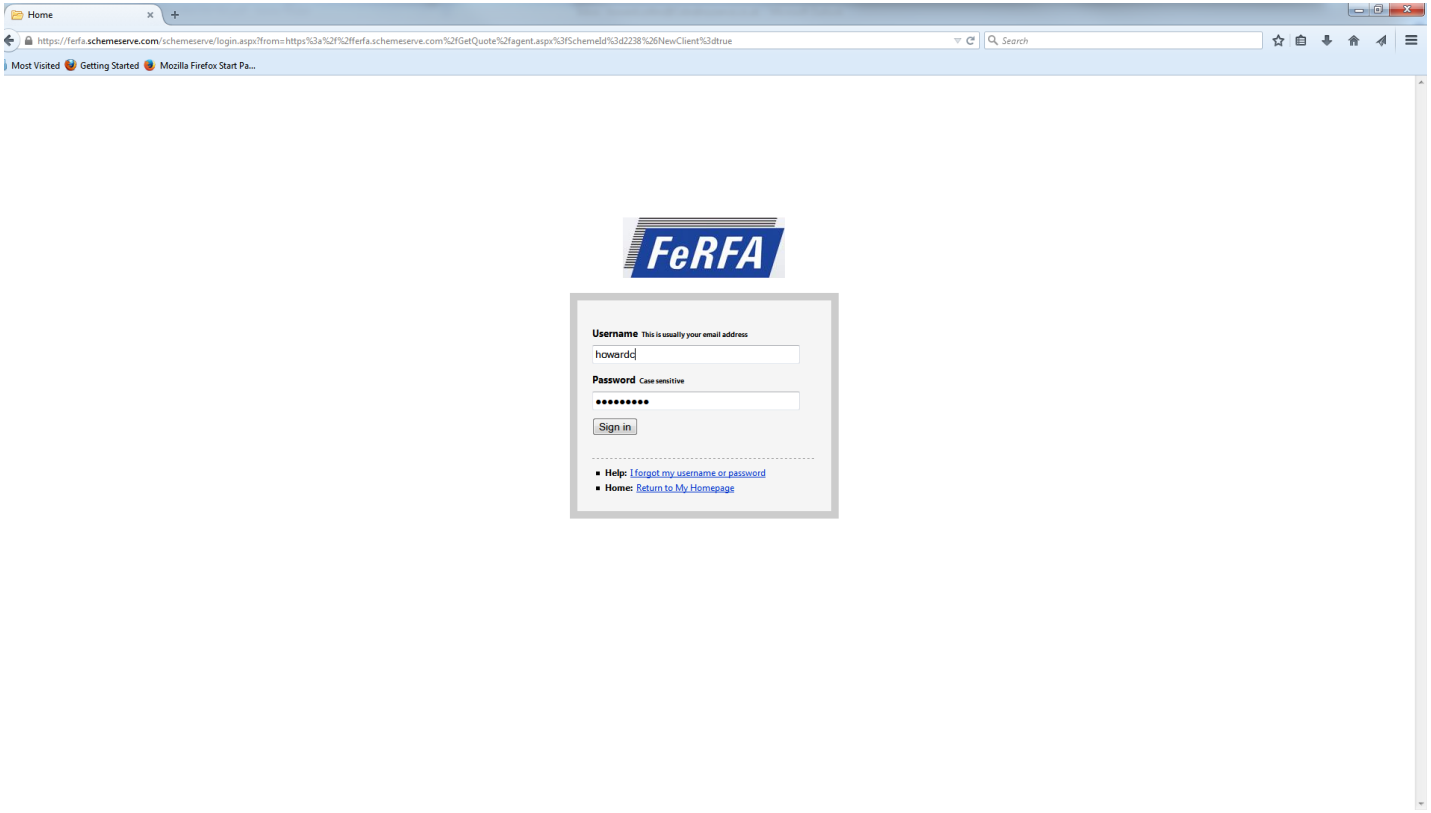
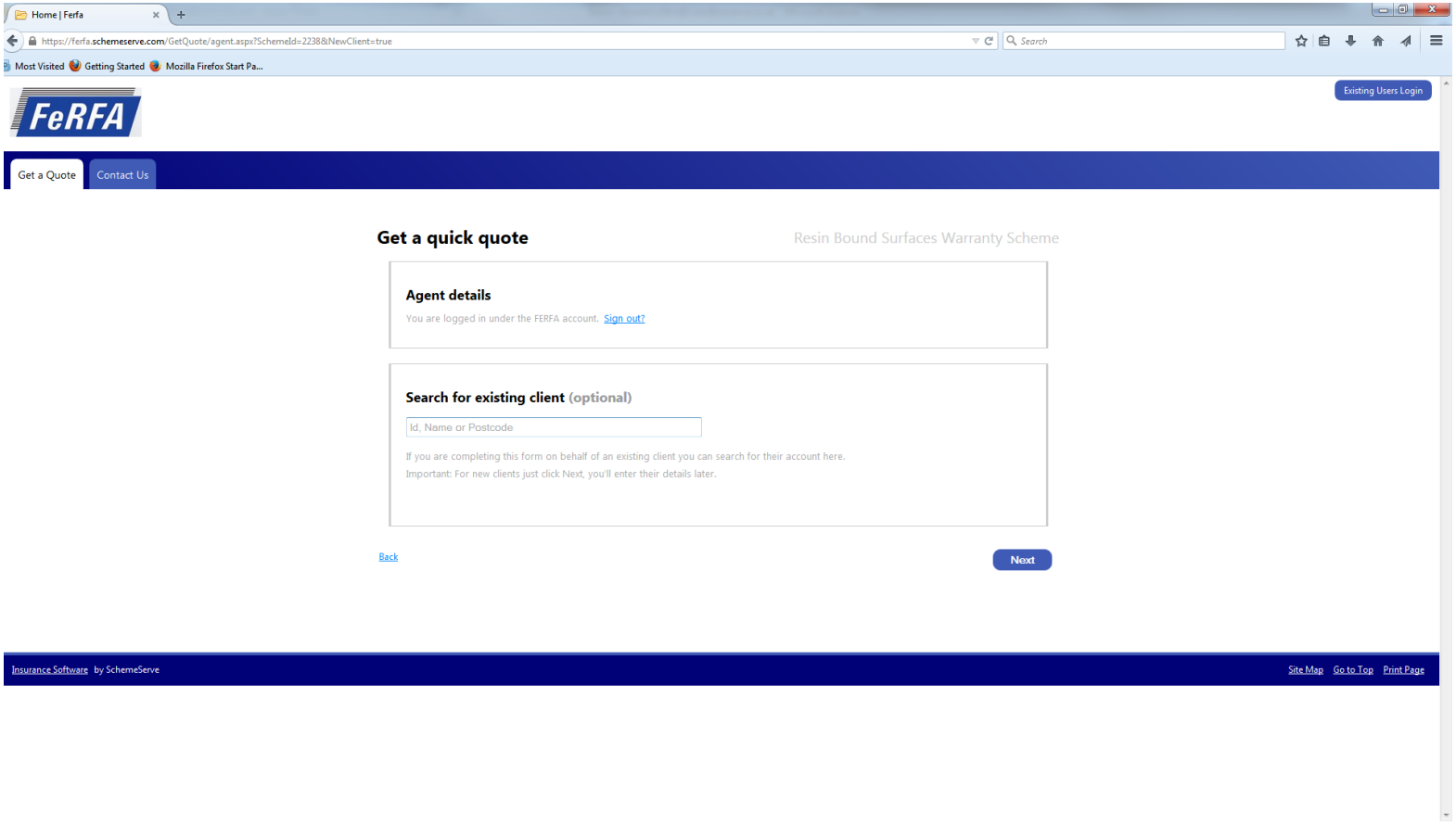
2. You will then be taken to the sign in page, insert your username and password as provided in the email and click on sign in



3. The system will then confirm you are logged in, click on next to load a new warranty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Resin Bound Surfaces Warranty Scheme
Agent details
You are logged in under the FERFA account. Sign out?
Search for existing client (optional)
Id, Name or Postcode
If you are completing this form on behalf of an existing client you can search for their account here.
Important: For new clients just click Next, you'll enter their details later.
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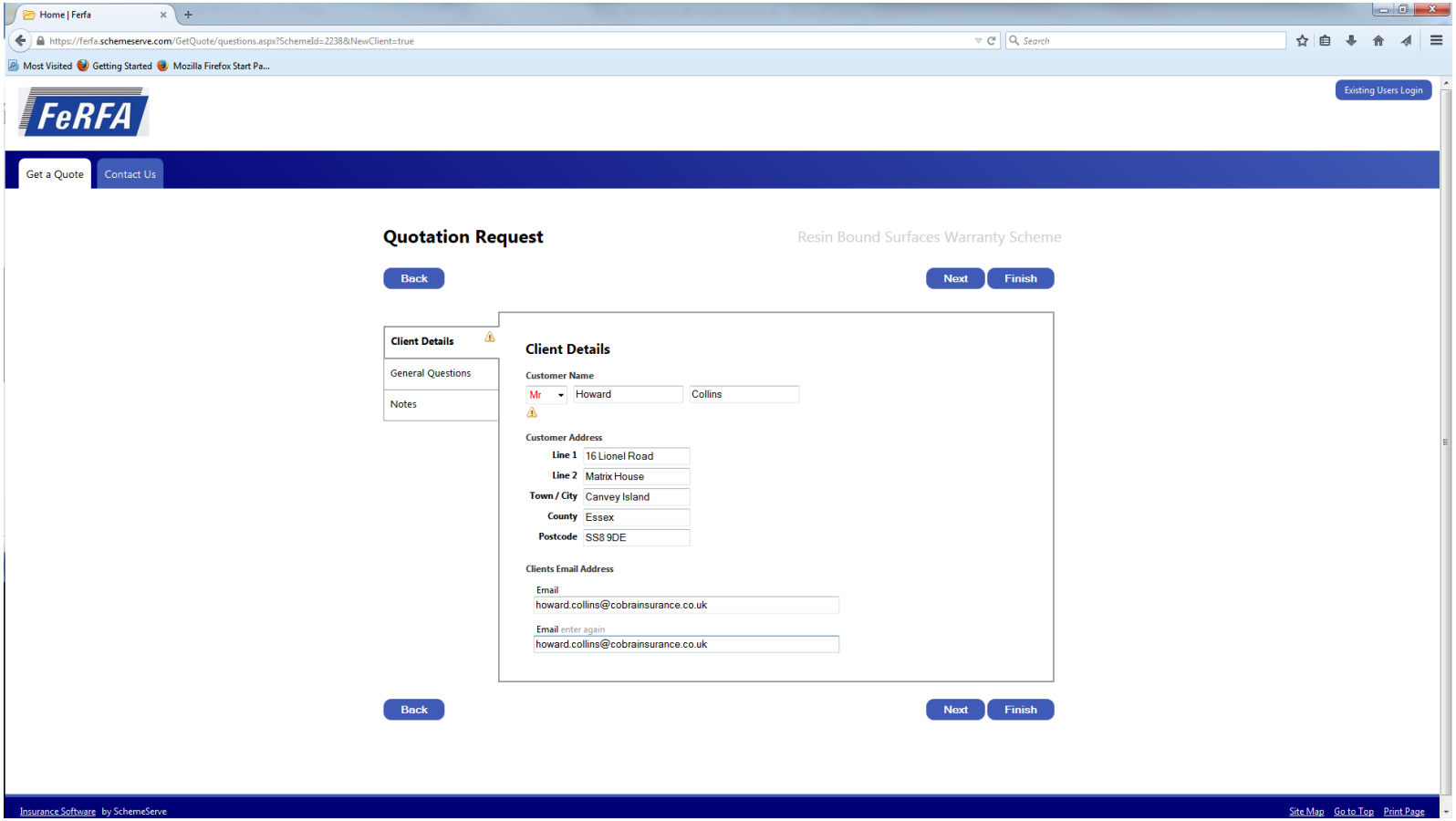
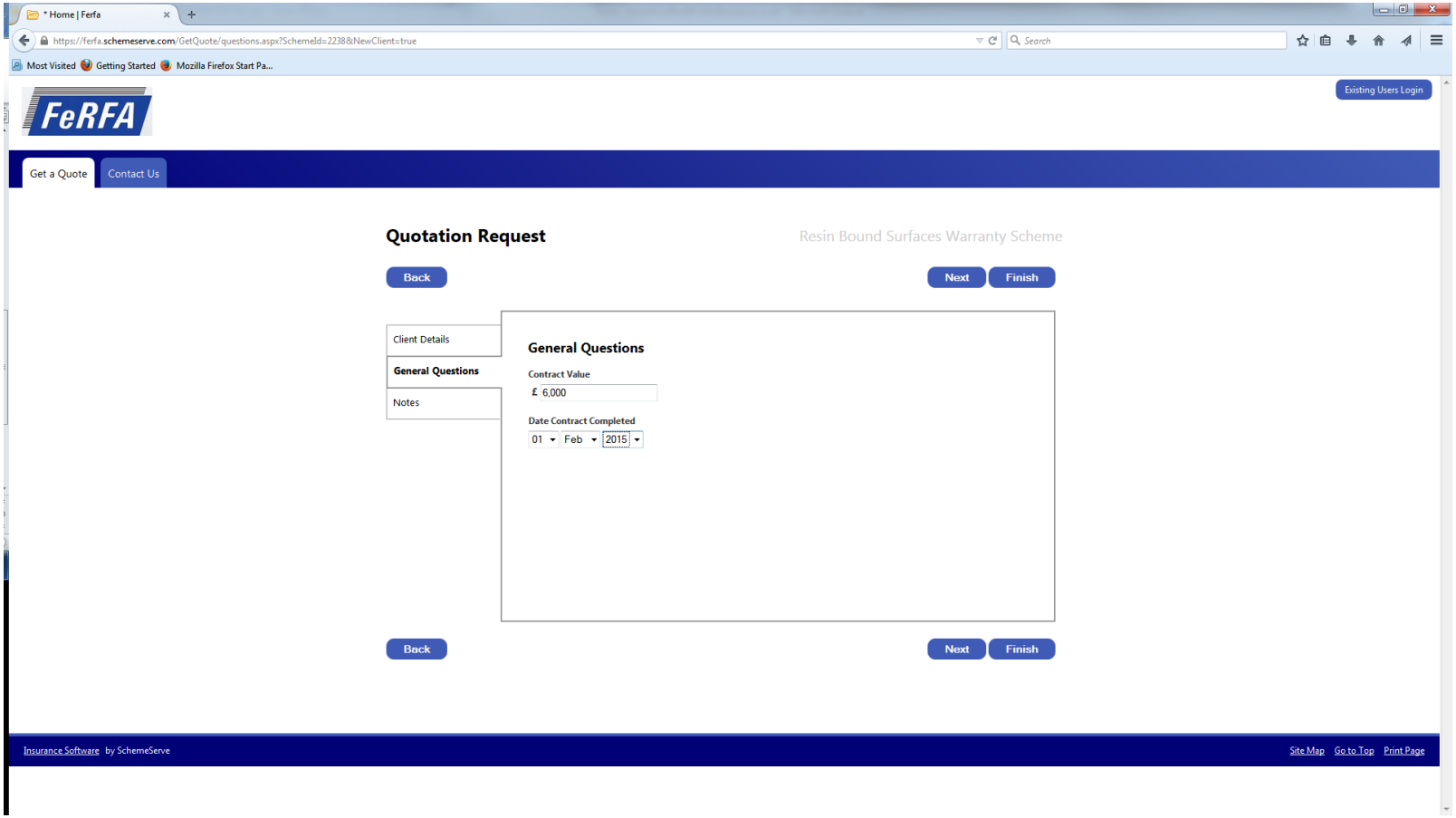
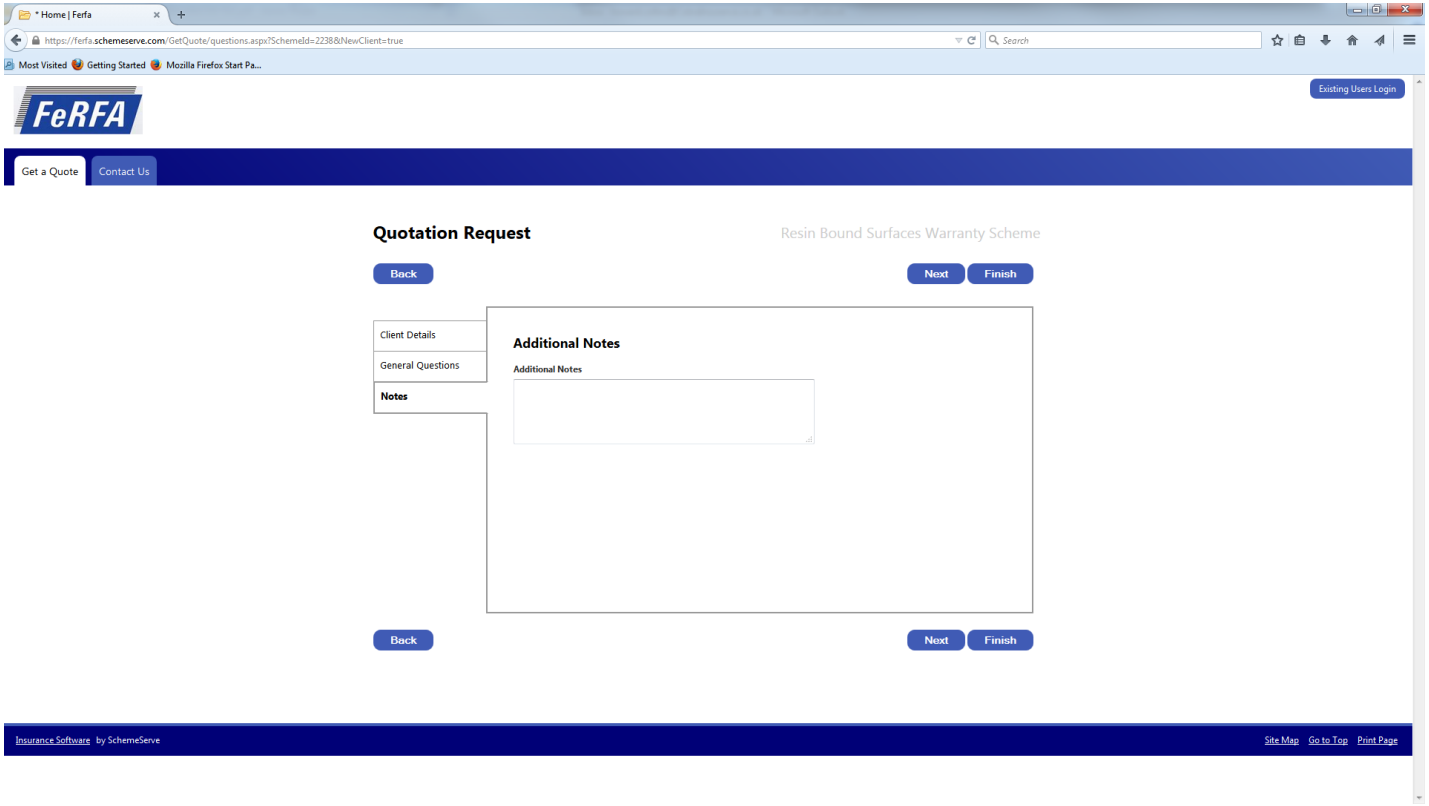
4. Enter the customer details in full, including their email address, this is so the policy documents can be sent directly to them, when completed, click next



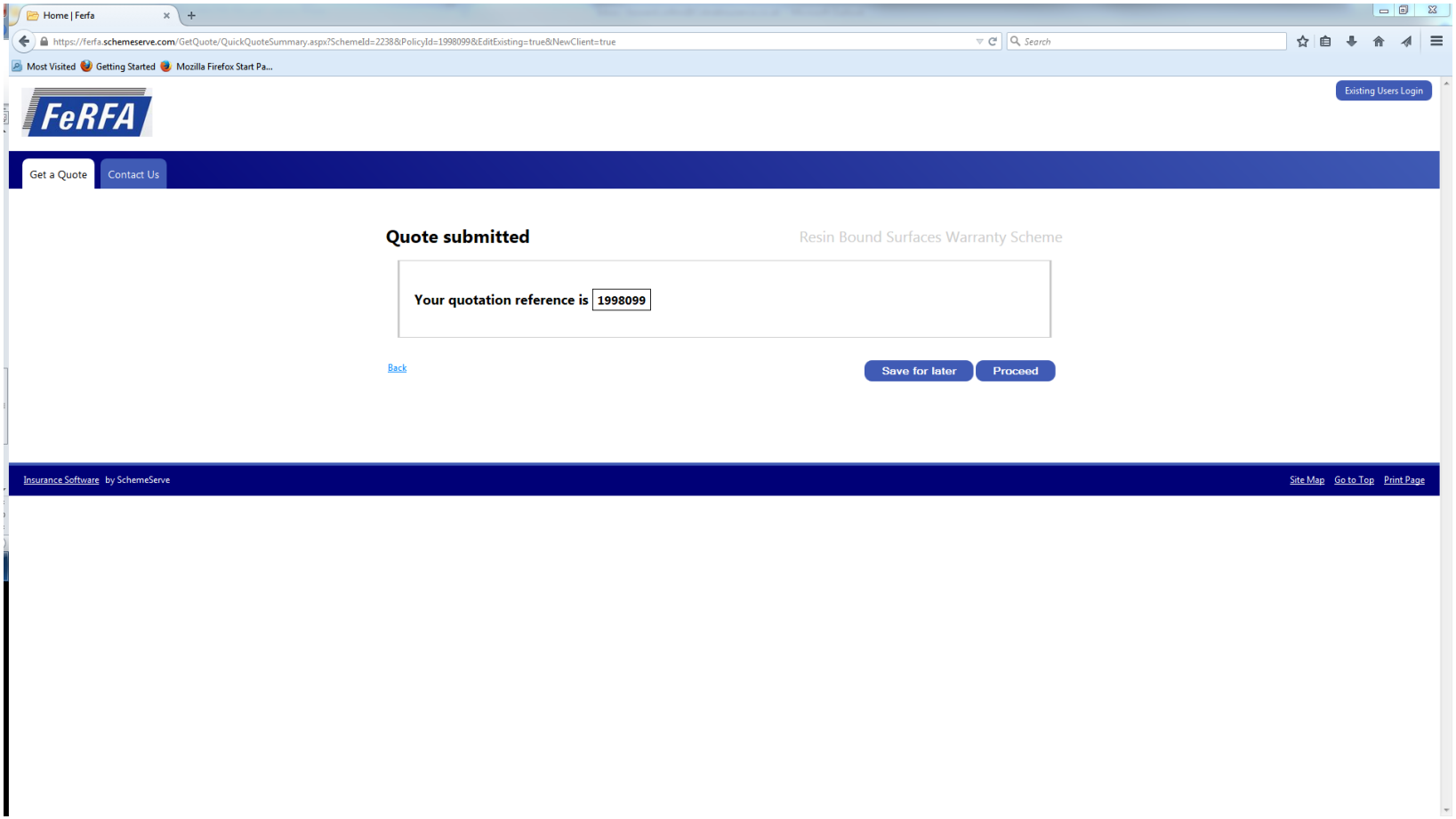
5. Enter the project Value and completion date, then click next



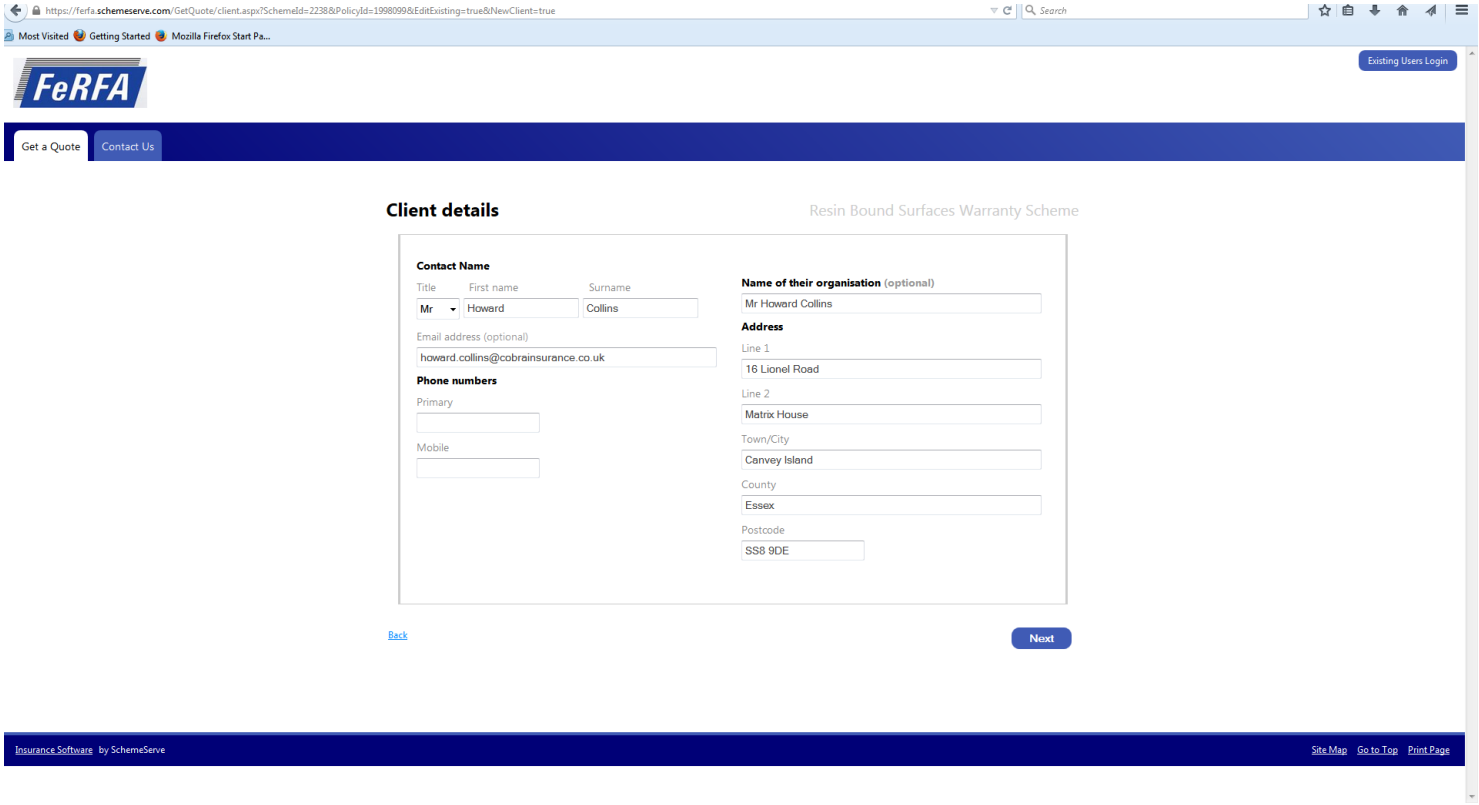
6. If there are any notes you wish to make us aware of, put them in this box, then click finish



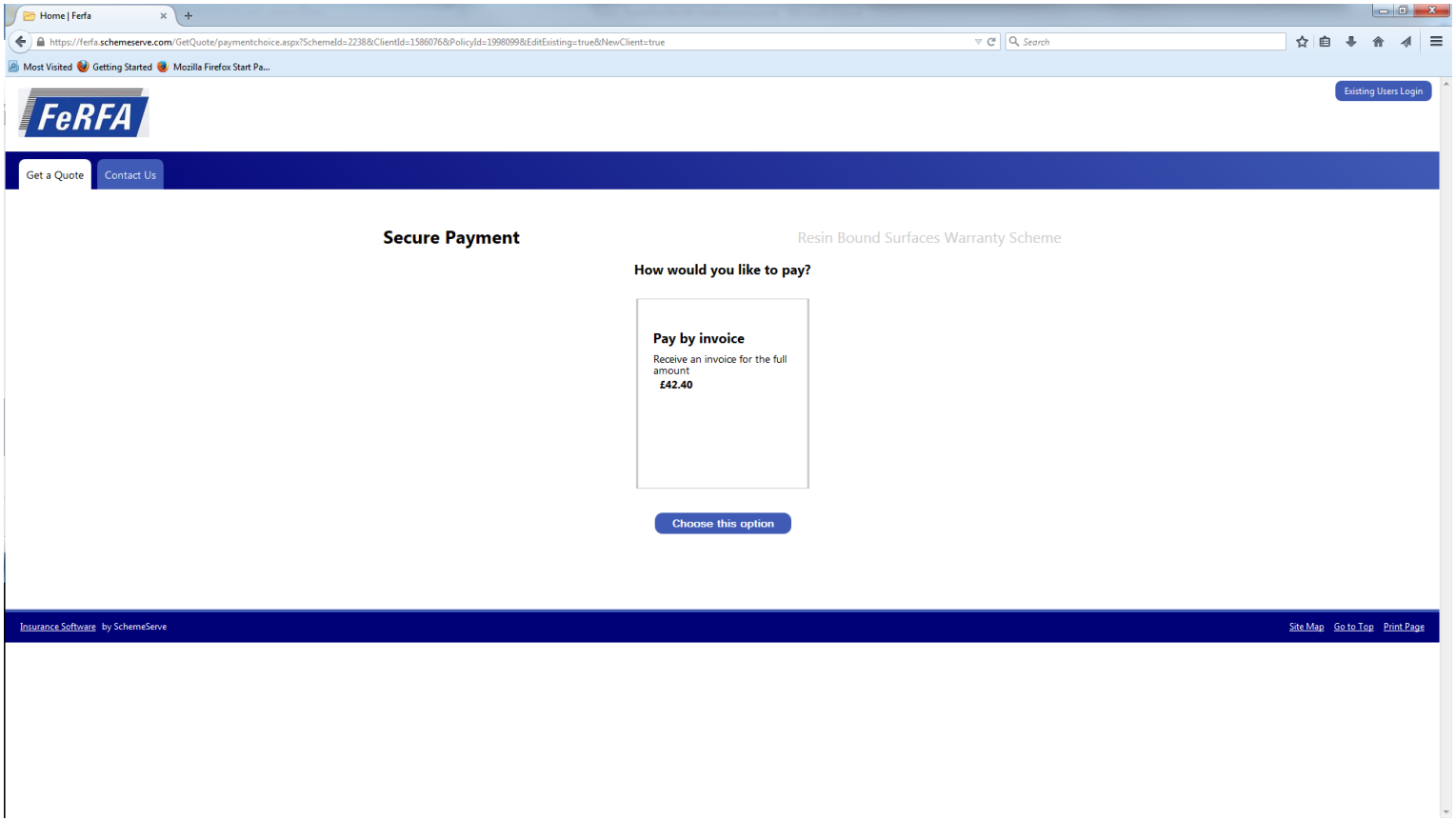
7. At this point, to can either save for later or proceed, if you click proceed



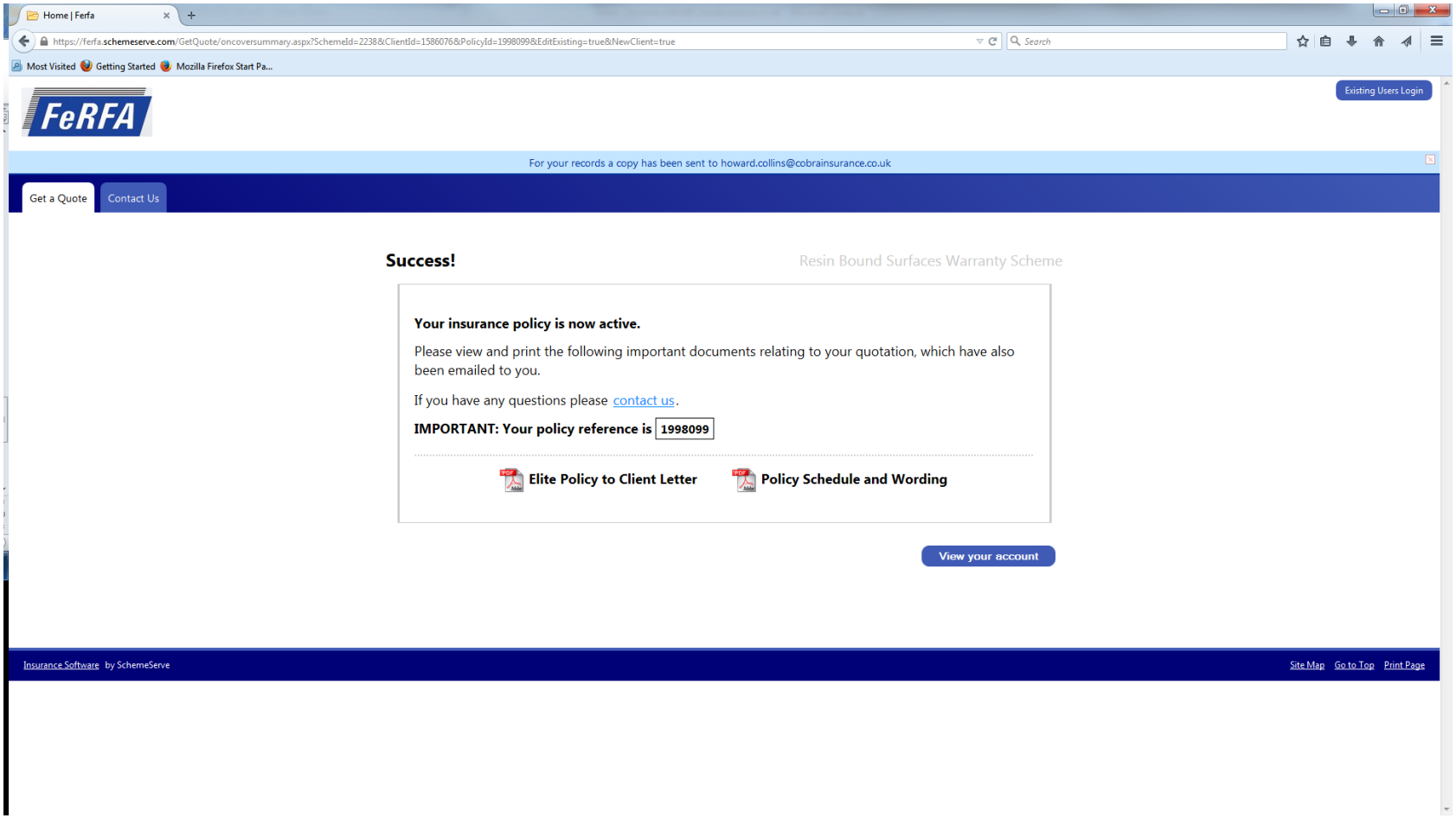
8. The system shows you the client details, make sure these are correct and click next if you are happy details are correct



9. The system will confirm that you are paying by invoice, click choose this method



10. The system will then give you a copy of the documents which have been sent directly to the client for your records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Please view and print the following important documents relating to your quotation, which have also been emailed to you.
If you have any questions please contact us.
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Elite Policy to Client Letter
Policy Schedule and Wording
View your account
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